



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application

Inventor(s) N. Elsey et al.

Case 41698.1036

Serial No. 10/051,998

Examiner J. Choules

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Group Art Unit 2167

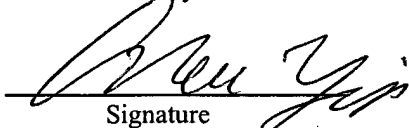
Title Technique for Effectively Collecting and Analyzing Data in Providing Information Assistance Services

**SECOND AMENDMENT AND
REQUEST FOR CONTINUED EXAMINATION**

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on July 26, 2005.

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Signature

July 26, 2005
Date of Signature

**COMMISSIONER FOR PATENTS
P.O. Box 1450
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Sir:

In response to the Final Office Action dated May 19, 2005 in the above-identified patent application, applicants submit herewith a Request for Continued Examination (RCE) of the above-identified patent application. In addition, applicants amend the application as follows: